

Executive Office of Health and Human Services



Development of Family Resource Centers and a Community Based Network of Services

9/11/13

The New Law

- **Title**

An Act Regarding Families and Children Engaged in Services; Chapter 240 of the Acts of 2012

- **Effective Date**

November 5, 2012

*Children no longer referred to as
Child in Need of Services (“CHINS”) cases.*

Now...

Child Requiring Assistance (CRA)

Who is a “Child Requiring Assistance?”

- A child between the ages of **6 -18**
- Runaway
- Refuse to obey lawful and reasonable commands of parent
- Refuse to obey lawful and reasonable regulations of the school (school age youth only)
- Chronically truant (school age, >8 absences per quarter)
- Sexually exploited child

Who is a “Family Requiring Assistance?”

- a parent, guardian, custodian, sibling and any relative or caretaker responsible for a child requiring assistance.

Key Components of The New Law

1. Requires the EOHHS secretary to establish **family resource centers (FRC)**, and a **network** of child & family service programs, throughout the Commonwealth
2. Mandates significant changes to the **court process**
3. Some provisions effective **immediately**, others subject to a **3 year timeline**
4. Establishes a **Families and Children Requiring Assistance Advisory Board**

Three Year Timeline

11/5/12: Effective date: Court treats all CHINS cases as CRA cases; court begins referral process to EOHHS



1/30/13: (& each year thereafter on this date): Advisory **Board Report** on **recommendations** for **funding/implementation**



11/5/13:

- The **Secretary of EOHHS** shall **design a pilot program** for the delivery of community-based services **in each county**

- The **Board** shall submit **recommendations** to the governor and house/senate committees on W & M for funding/implementation

Y1

11/5/14: The secretary of EOHHS shall **implement the pilot program** in each county

Y2

11/5/15: The secretary of EOHHS shall **establish a statewide network** of child and family service programs and family resource centers

Y3

Family Resource Centers

Basic Assumptions

- **Welcoming** place
- **Location/location/location-** accessible
- **Know your community** and be part of it
- **Hours of operation** -meet family needs
- **Family and community involvement** in the design/it should reflect the community
- Staffing – **cultural** considerations

Guiding Principles

- The strengths of parents and families (**strengthening families approach**) provide the foundation for support
- Family Resource Centers (FRC) reflect the **cultural, linguistic and socio-economic** backgrounds of the families served, including their values and beliefs
- Staff and families are **partners**, each one bringing unique skills and perspectives to the partnership.
- **All family members are welcome** to use the FRC and its resources
- FRC services are **voluntary** and **open to all** families within the community and are based in the protective factors
- FRCs are **responsive to the practical needs** of parents who participate.
- Create **sustainability** through **community organizing**

Core Services

Required of All Family Resource Centers

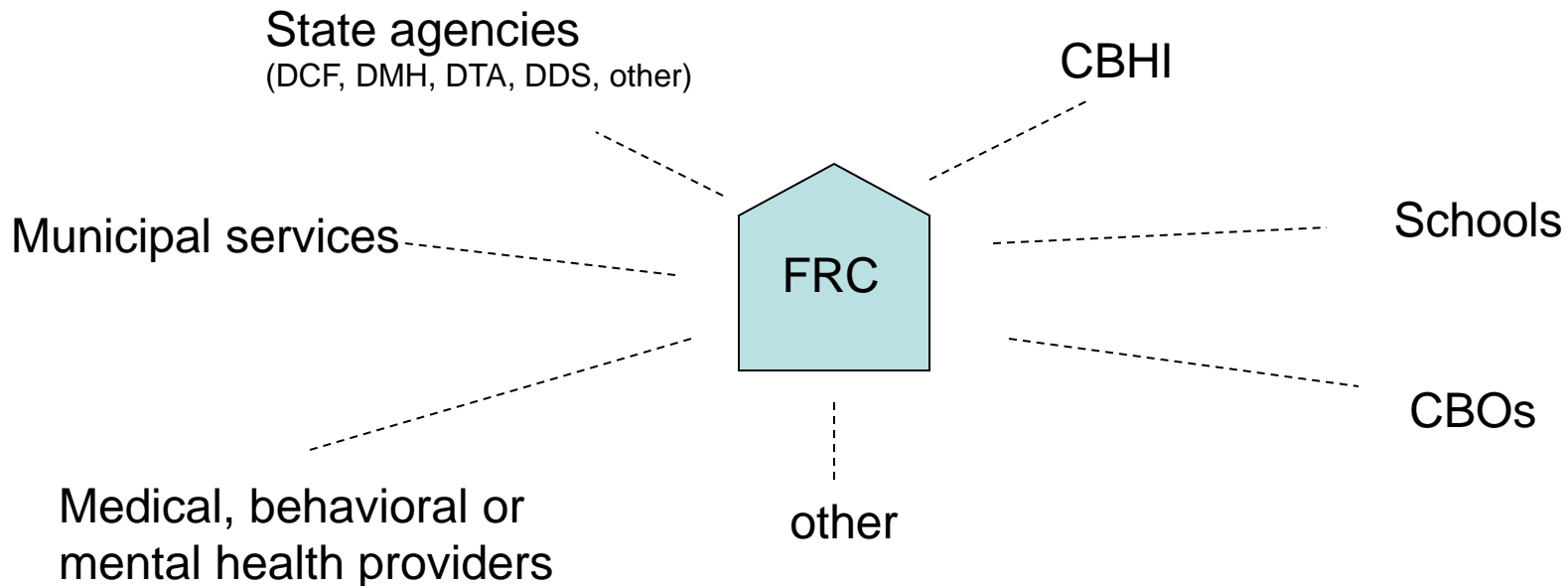
All FRCs will offer the following core services on site, including:

- **Information and referral services**
- **Family and parent support**, including **parenting groups** utilizing evidence-based curricula, and **peer to peer support groups**
- **Child Requiring Assistance services** related to Chapter 240 of the Acts of 2012 (incl. standardized **screening, intake & assessment**)
- **Leveraged services from state agencies** (DCF, DMH, DTA, DDS, other), and leveraged services from **schools** and **other community agencies**.
- **Data collection and reporting** related to: outcomes, services provided, feedback from clients, gap analysis and service needs

Community Based Service Network

(Services Provided or Leveraged by Family Resource Centers)

The FRC is also required to develop and connect to a local “network” of service providers that families can access. These services may be provided on an in-kind basis, through on-site placement of staff, or through referral.



Community Based Service Network *(cont.)*

Law requires that services in the network include:
“treatment for, or assistance with...”

- eligibility determinations
- behavioral needs
- mental health needs
- medical needs
- special education evaluation
- remedial education services
- assistance with insurance issues
- mentoring
- family and parent support
- civic engagement and community service
- after school and out of-school opportunities
- residential programs
- crisis management
- case management

Participating Agencies

DCF

- Family Resource Centers

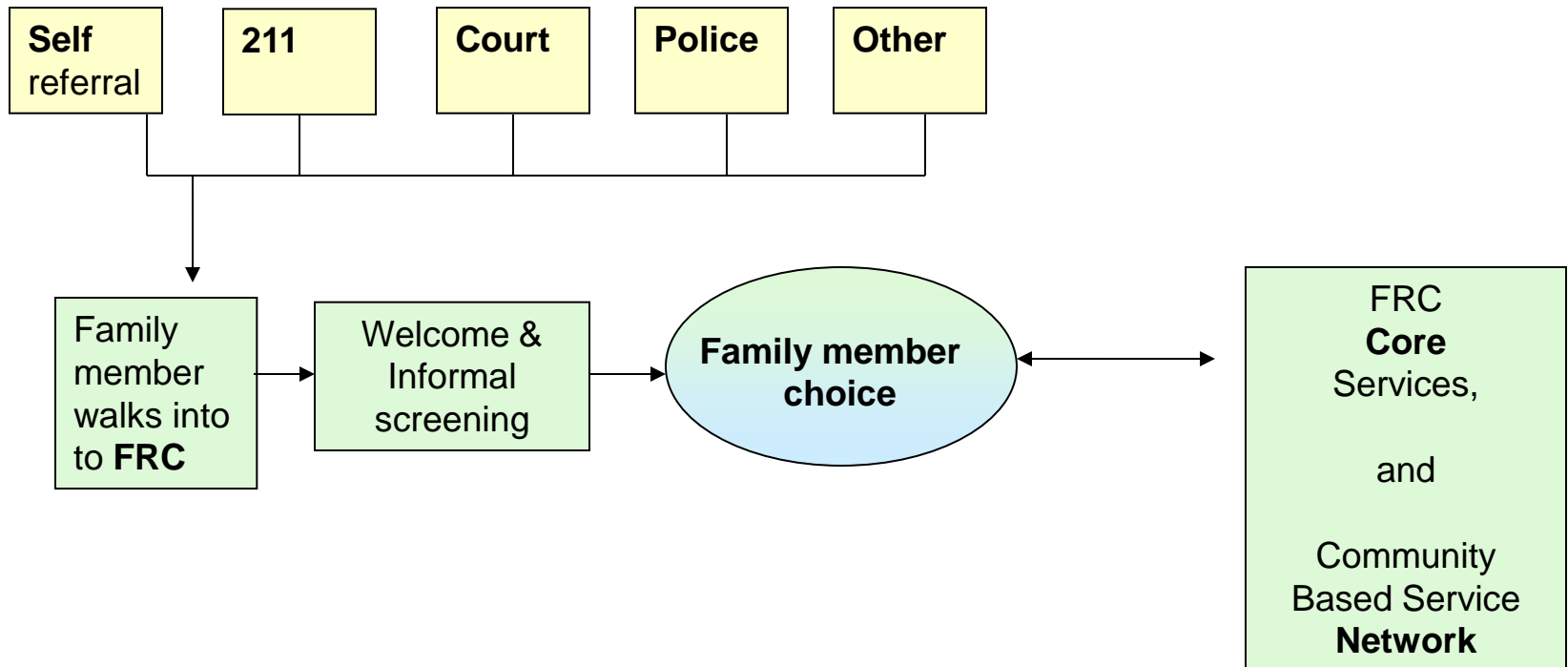
EOHHS

- Family Resource Centers/School Liaisons
- Mass211

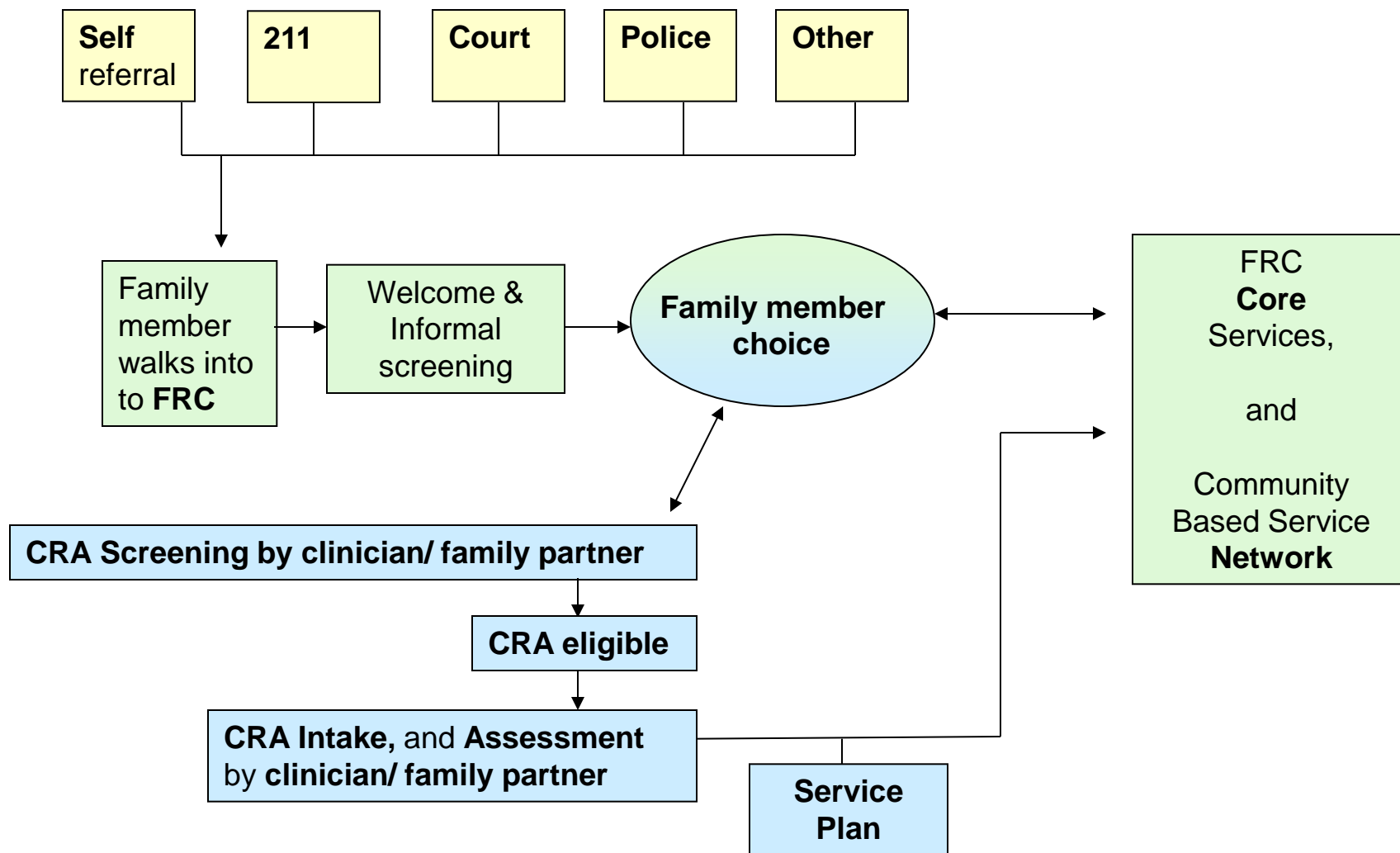
Leveraged services (TBD)

- DDS Family Support Centers
- DDS Autism Support Centers
- DDS Cultural/Linguistic
- DMH Parent Support Contracts
- other

High Level Service Flow for FRC



High Level Service Flow for FRC



Child Requiring Assistance Eligibility (TBD)

a child between the ages of **6 and 18** who:

(i) **repeatedly runs away** from the home of the child's parent, legal guardian or custodian, or

(ii) **repeatedly fails to obey** the lawful and reasonable commands of the **child's parent, legal guardian or custodian**, thereby interfering with their ability to adequately care for and protect the child, or

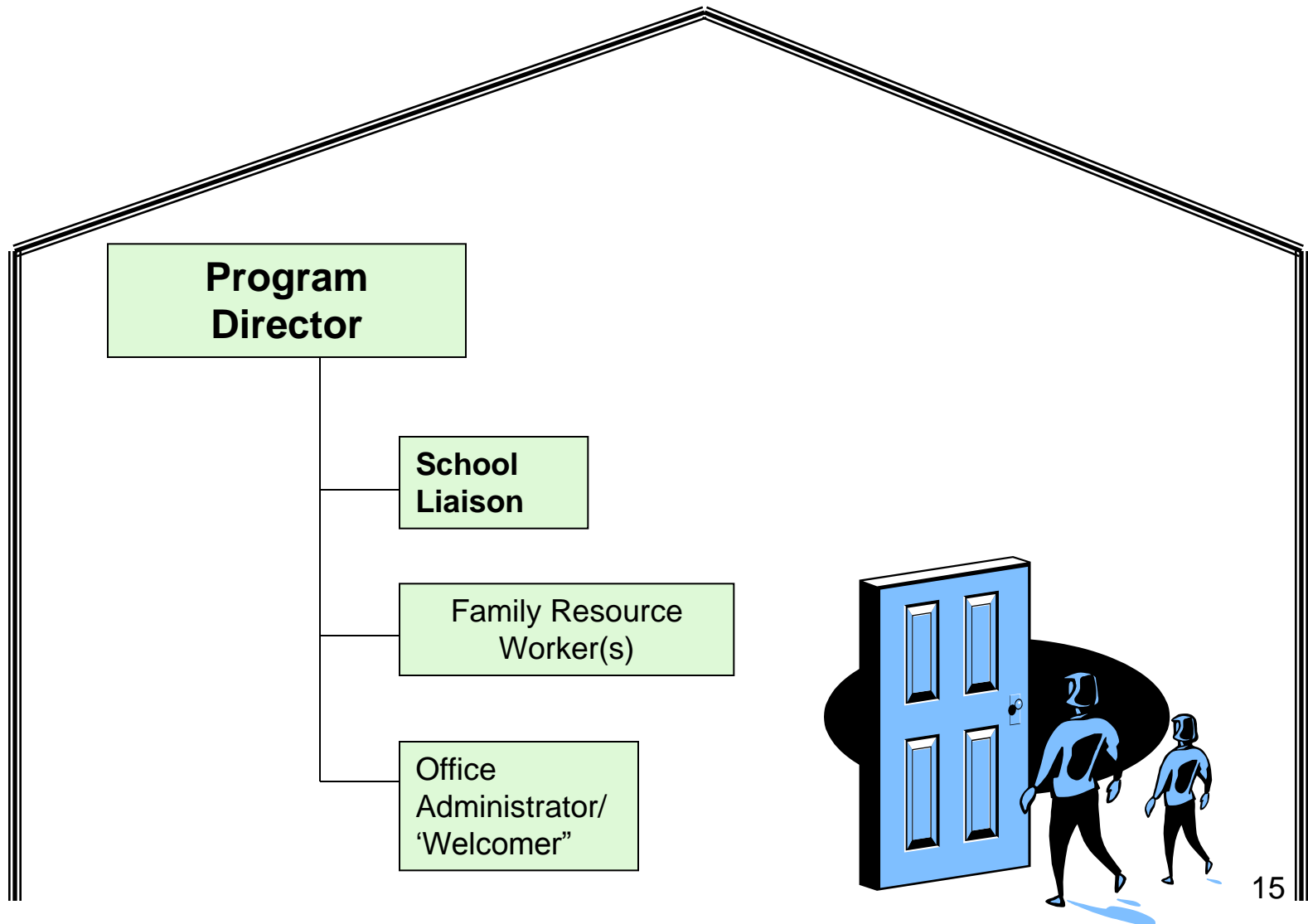
(iii) **repeatedly fails to obey** the lawful and reasonable regulations of the child's **school**, or

(iv) is **habitually truant**, or

(v) is a **sexually exploited** child .

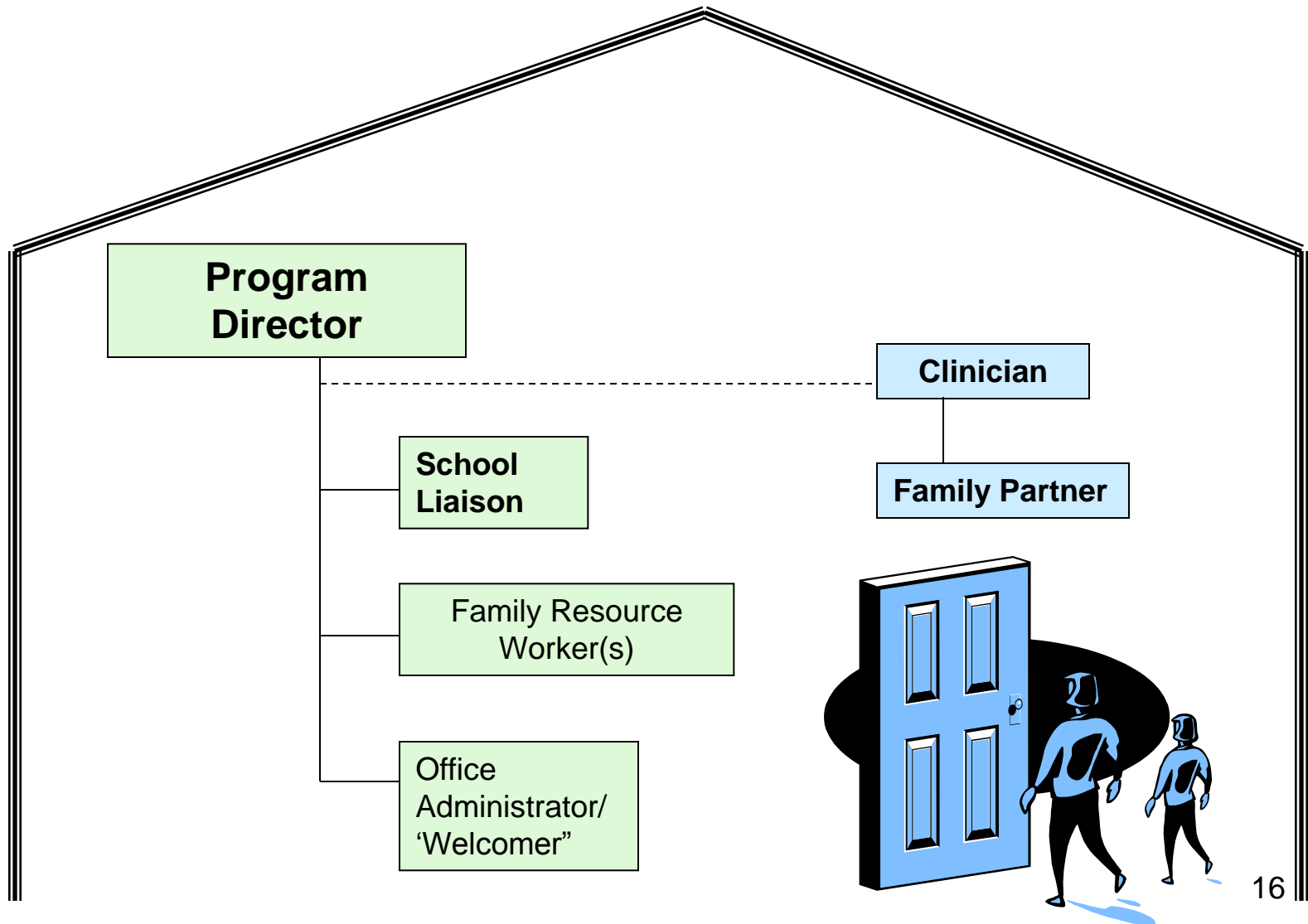
Family Resource Center (FRC)

Future View



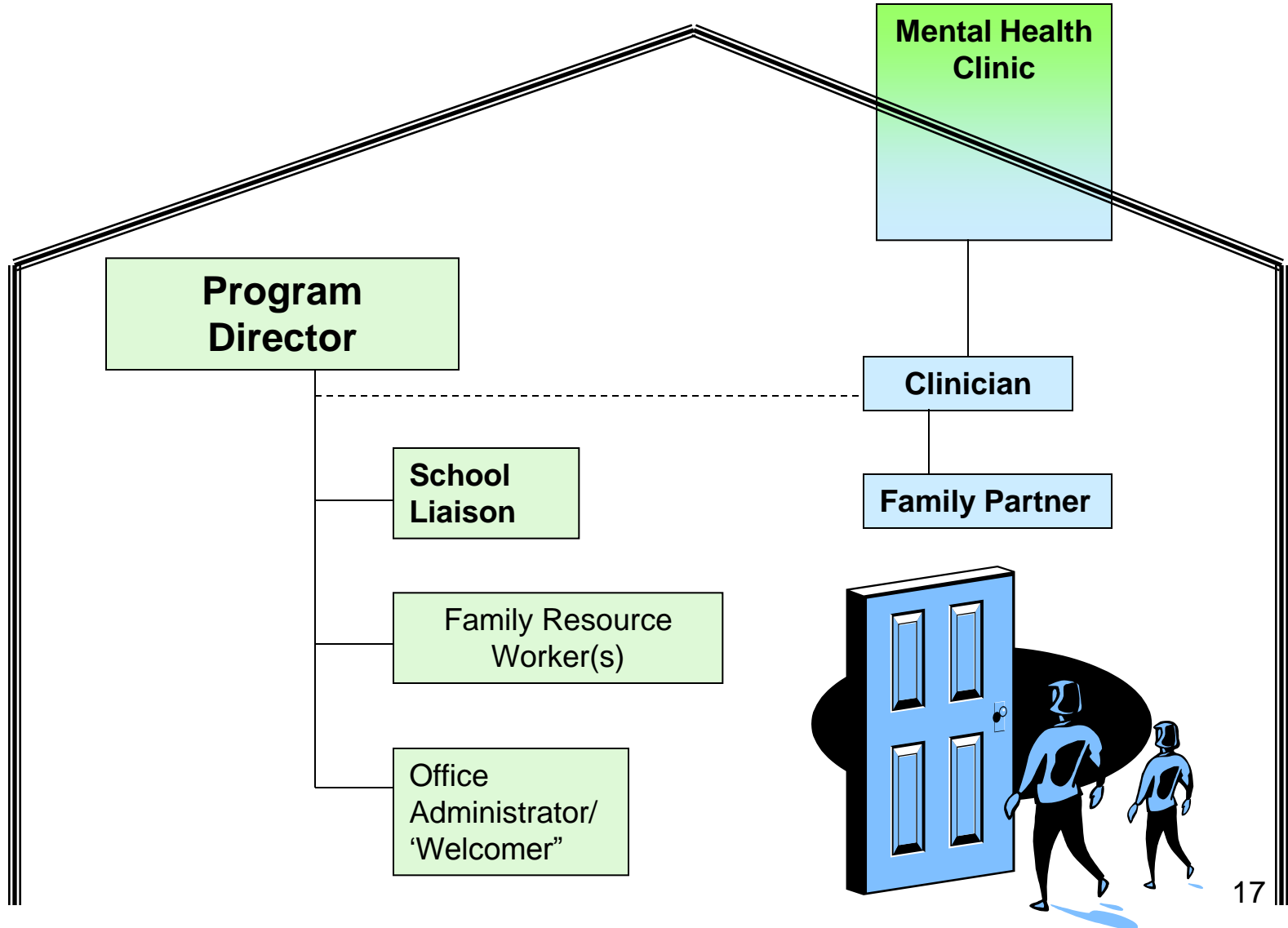
Family Resource Center (FRC)

Future View (cont.)



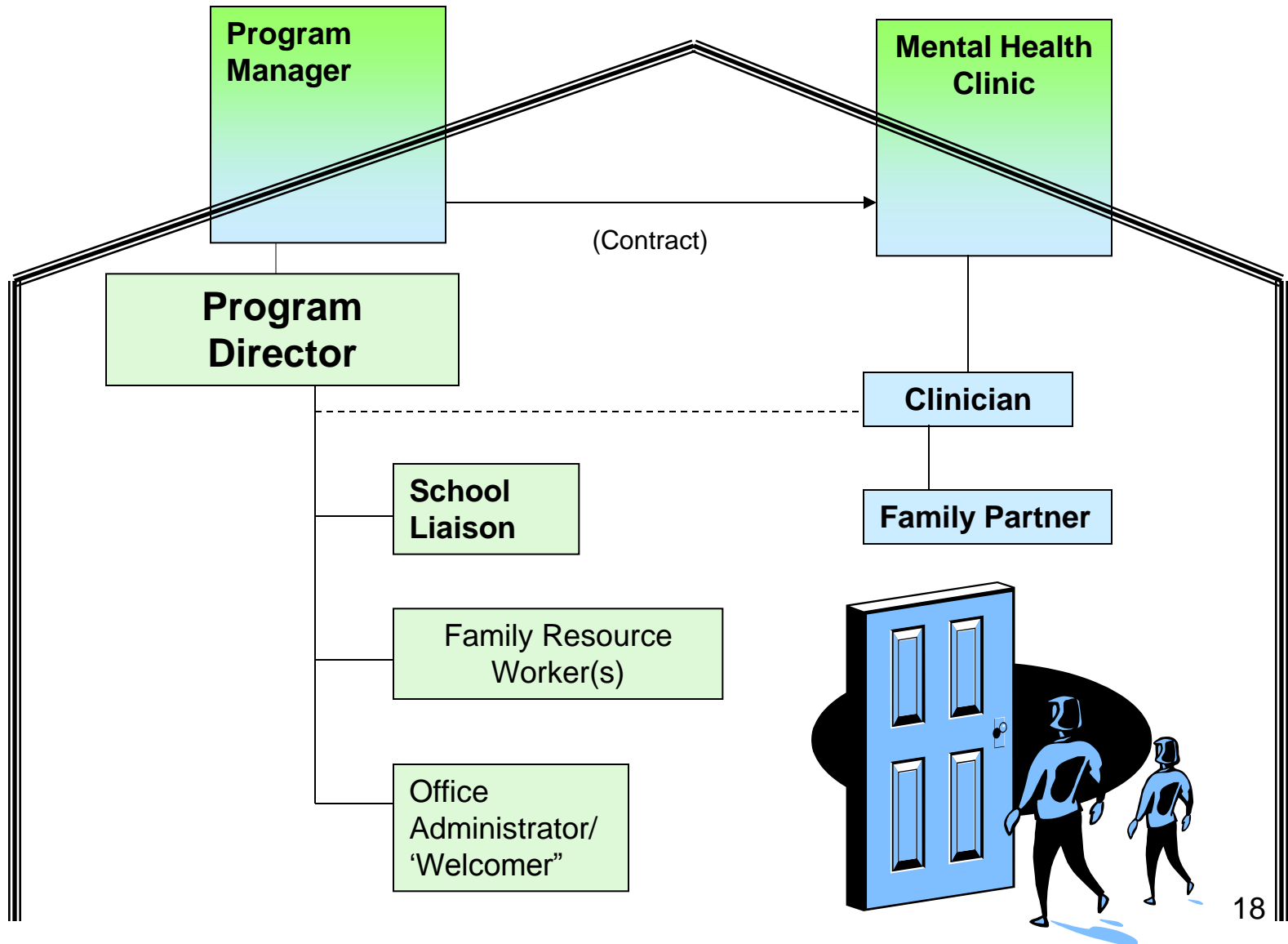
Family Resource Center (FRC)

Future View (cont.)



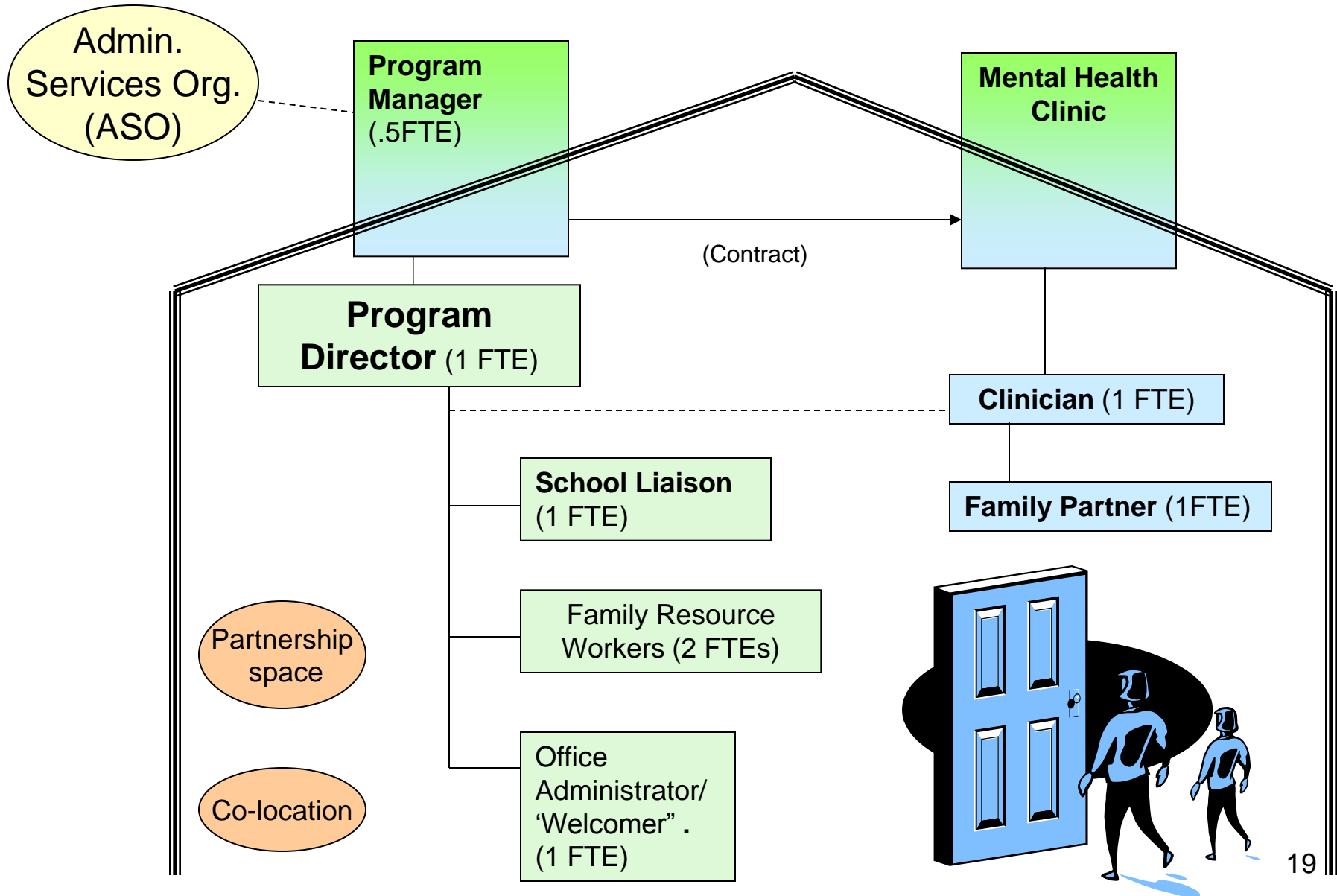
Family Resource Center (FRC)

Future View (cont.)



Family Resource Center (FRC)

Future View (cont.)



Job Descriptions

Program Manager: (Bachelors degree) Manages the program's contractual relationships, manages relationship with Administrative Services Organization (ASO), supervision of Program Director

Program Director: (No degree requirements) Responsible for overall supervision and management of the program and its community relations. Administrative supervision of Clinician and Family Partner, monitors community needs.

Clinician: (Master's Degree, License required) A clinical specialist, employed by a mental health clinic, who performs trauma informed intake, screening and assessment functions for children and families requiring assistance as defined by Chapter 240. The clinician supervises the Family Partner, and develops and implements the participant's service plan.

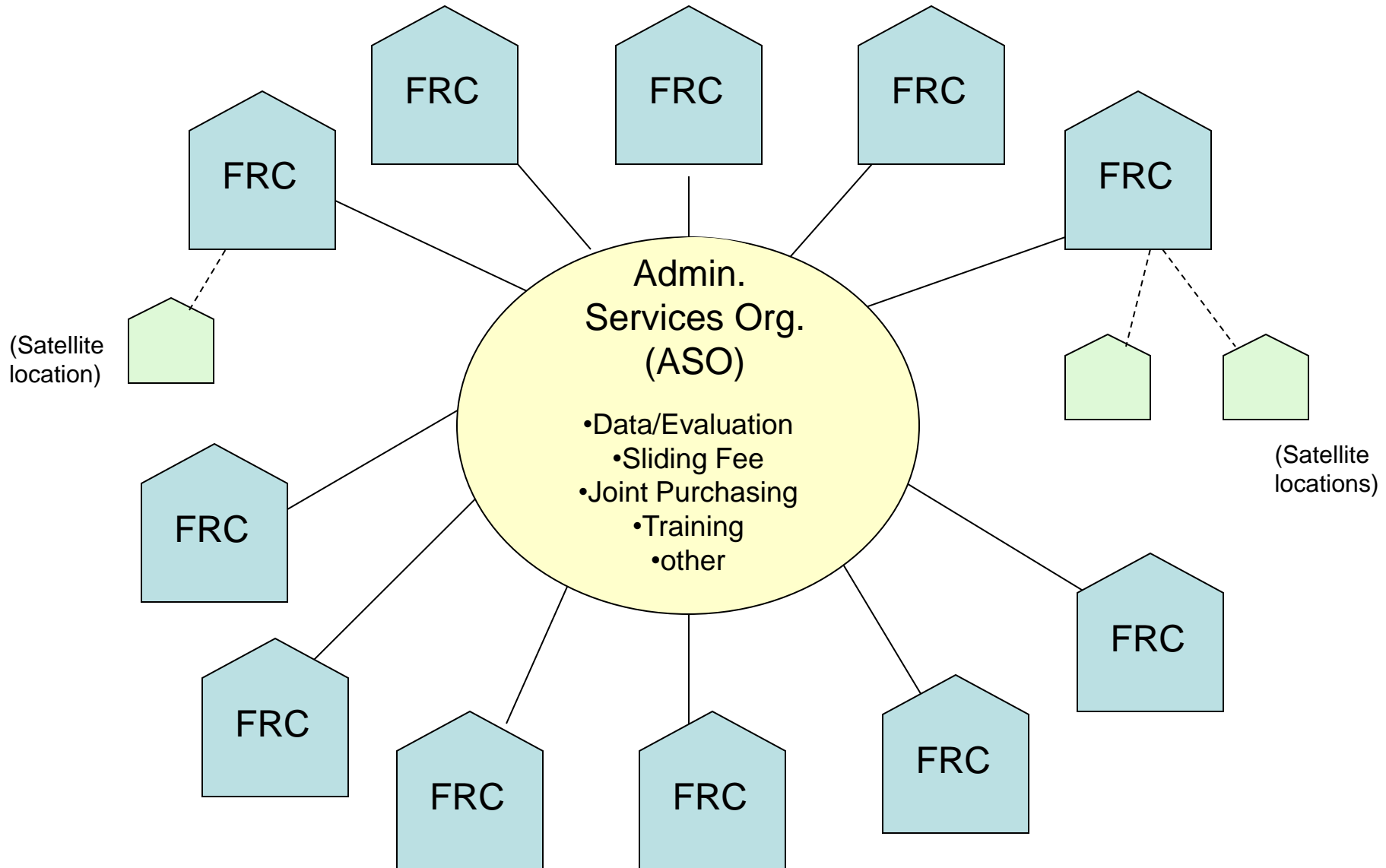
Family Partner: (No degree requirements) A parent from the community with "lived experience" or familiarity with Child Requiring Assistance (CRA) related issues; works in conjunction with the Clinician and other FRC staff to insure the successful implementation of the service plan for families, including children and families requiring assistance.

Office Administrator/Welcomer: (No degree requirements) Welcomes families, conducts informal screening, obtains information about family's reasons for accessing the FRC, and manage FRC calendar, materials, and other resources.

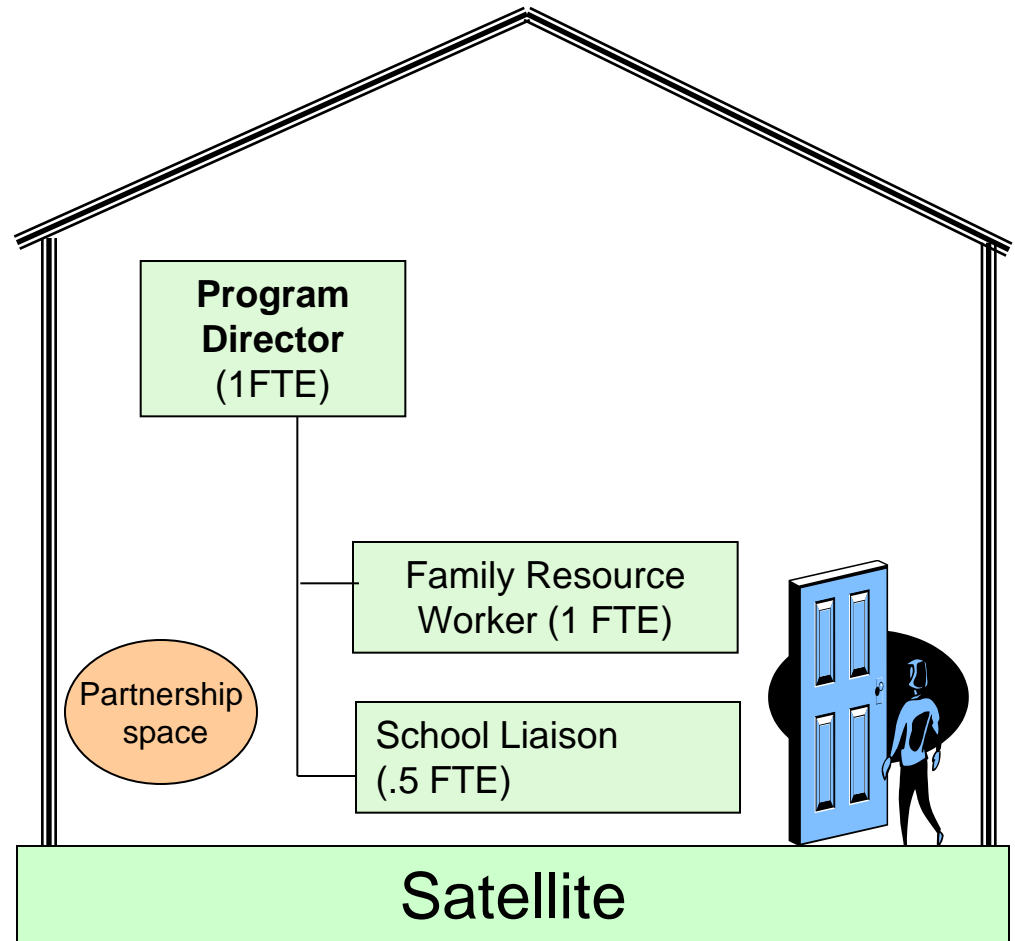
Family Support Workers: (Associates Degree) Provides individual/group educational resources to parents, provides referrals to other community resources.

School Liaison: (Bachelor's Degree) Works directly with families and schools to resolve issues pertaining to impediments to successful learning experiences

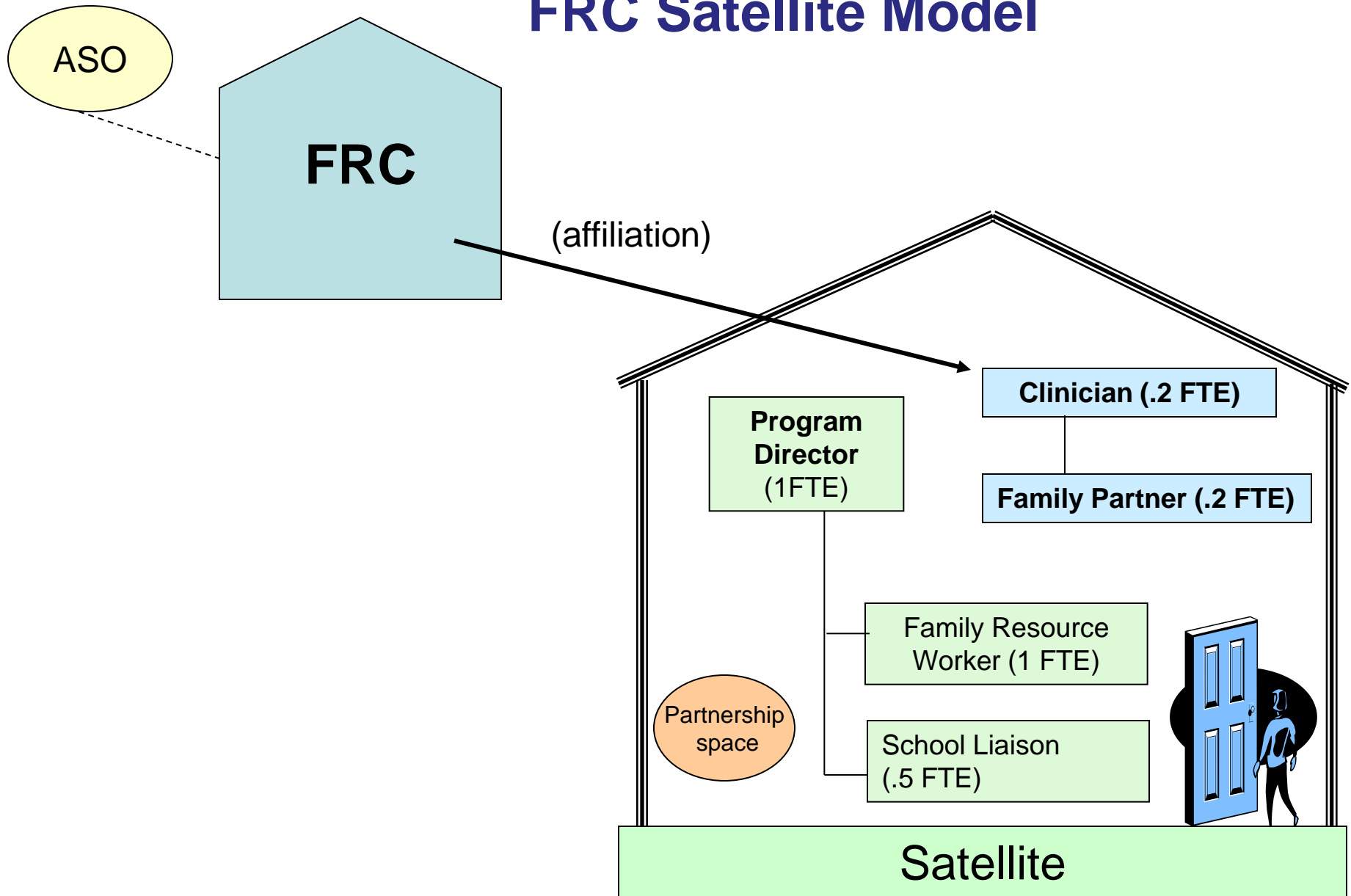
FRC Pilot Sites: One per county, by November 2014



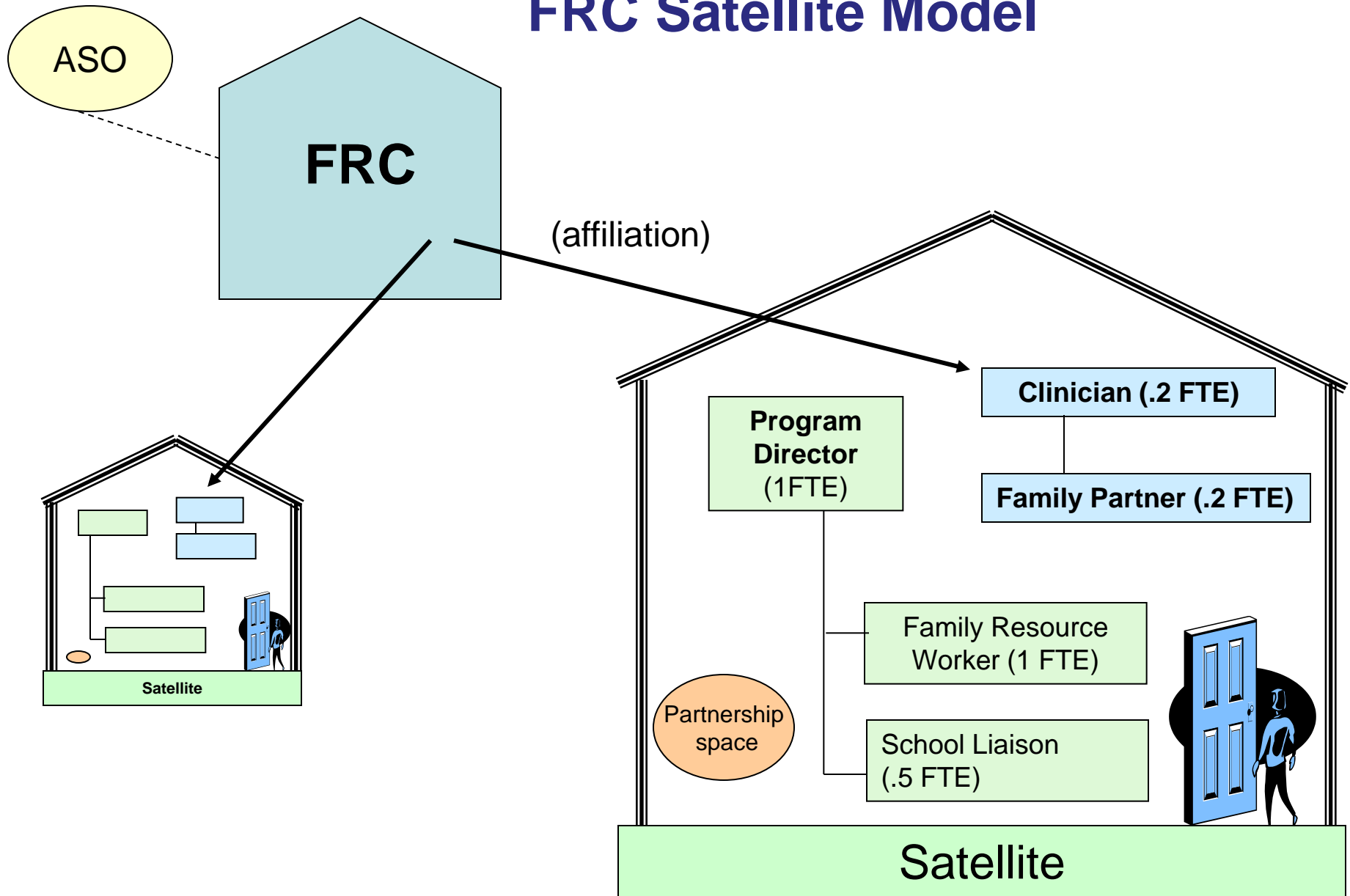
FRC Satellite Model



FRC Satellite Model



FRC Satellite Model



Next Steps on Services:

Deeper discussion regarding services:

- Evidence based models, such as
 - Functional Family Therapy (FFT)
 - Multidimensional Family Therapy (MDFT)
 - Multi-Systemic Therapy and Adaptations (MST)
 - other
- Cost of Services

FY 2014 Budget

EHS FRC Line item 4000-0051

- **\$850K** total (pre-pilot funding)



Mass211

24/7
web/telephonic,
statewide
**information &
referral** system

School Liaisons

in **7 Family Resource Centers**
(FRCs): Springfield, Worcester,
Brockton, Holyoke, Lawrence
and (2 in) Boston.

Liaison makes vital connection
between schools and
community. Priority of the
Readiness Cabinet.

Lawrence FRC

Adding school-based
component to existing
FRC in Lawrence.

Consultation

Chapter 257 Process

1. Define program inputs
2. Feedback from consumers and providers
3. Develop draft rates
4. Public hearing
5. Review testimony
6. Final rates published

Upcoming Dates

Community meetings

- 9/11/13: Malden; 9/13/13: Brockton; 9/27/13: Springfield and Worcester

Procurement

- Dependent on SFY15 appropriation
- Contracts (subject to appropriation) signed by 11/5/14

More Information/Written Comments Re: Chapter 257 Rates:

For a copy of this presentation, please go to:

www.mass.gov/hhs/chapter257

Please send written comments to:

Thelma P. Riley

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by Friday, October 4, 2013.